



PTO/SB/08a (08-03)

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Substitute for form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

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| Application Number | 10/721,558 |
| Filing Date | November 25, 2003 |
| First Named Inventor | Ozugur, et al. |
| Art Unit | 3628 |
| Examiner Name | Not Assigned T. Joseph |
| Attorney Docket Number | 139164 |

U. S. PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS

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| Examiner Signature | /Tonya Joseph/ | Date Considered | 01/31/2007 |
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| Substitute for form 1449B/PTO | | | | Complete if Known | |
| INFORMATION DISCLOSURE STATEMENT BY APPLICANT | | | | <i>Application Number</i> | 10/721,558 |
| | | | | <i>Filing Date</i> | November 25, 2003 |
| | | | | <i>First Named Inventor</i> | Ozugur, et al. |
| | | | | <i>Art Unit</i> | 3628 |
| | | | | <i>Examiner Name</i> | Not Assigned - T. Joseph |
| (Use as many sheets as necessary) | | | | Attorney Docket Number | |
| Sheet | 2 | of | 2 | 139164 | |

NON PATENT LITERATURE DOCUMENTS

| Examiner Initials* | Cite No. ¹ | Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published. | T ² |
|--------------------|-----------------------|---|----------------|
| TJ | D | THURMAN, et al.; Design of an Intelligent Web-Based Help Desk System; IEEE International Conference on Systems, Man, and Cybernetics; 12-15 Oct. 1997; pp. 2198-2203; Vol. 3 | |
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| Examiner Signature | /Tonya Joseph/ | Date Considered | 01/31/2007 |
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| Substitute for form 1449/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(Use as many sheets as necessary)</i> | | <i>Complete if Known</i> | |
| | | Application Number | |
| | | Filing Date | 11/25/2003 |
| | | First Named Inventor | Ozugur et al. |
| | | Art Unit | 3628 |
| | | Examiner Name | T. Joseph |
| Sheet 1 | of 1 | Attorney Docket Number | 139164 |

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| Examiner Initials* | Cite No. ¹ | Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published. | | |
| TJ | AA | Webhelp - Products - ARENA Chat - 09-03-03 http://www.webhelp.com/webhelp/products/chat.jsp | | |
| TJ | AB | ComTek International "Skill Routing" - 09-03-03 http://www.comtek-intl.com/sbr.htm | | |
| TJ | AC | INFOTECH - Technology Backbone, Leading The Way With Technology | | |
| TJ | AD | Webhelp - Products - CASE STUDY: Increase in Customer Conversion Rates | | |
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| Examiner Signature | /Tonya Joseph/ | Date Considered | 01/31/2001 |
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